

<b>Name</b>	: <b>Mohammad Razi Anwar</b>
<b>Date and Place of Birth</b>	: <b>March 1977, Saharanpur UP India</b>
<b>Nationality</b>	: <b>Indian</b>
<b>Passport No.</b>	: <b>U4587953</b>
<b>Visa Status</b>	: <b>Bahrain Work Visa (Transferable, NOC, Does not required a notice period)</b>
<b>Marital Status</b>	: <b>Married</b>
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### **Total Experience and Specialties**

- Enclosing the combination of 20 yrs+ vast hospitality experience and Strong background in **Housekeeping and Laundry** departments for Various Branded INTERNATIONAL Hotels, Luxury Resorts, Luxury Hotel Apartments and Residences, the ROYAL Palaces (Royal household) and an addition of Facilities Management Services as well at various places of Middle East.
- Consisting of releasing and running new Properties, soft renovations, full renovations and re-openings of the existing ones.
- As being an Executive Housekeeper, my responsibilities were to overseeing all Housekeeping and Laundry operations to deliver an excellent Guest and Member experience, evaluate guest satisfaction, and to set department targets and objectives.
- Comprised proven track record in controlling cost of the departments without compromising the standard, which helped growth in revenue.
- Excellent team leadership skills with focus on achieving a high level of staff performance and having the ability to inspire the team to work together as forward intellectuals to be creative in organized unit with performance of best services and spotless standard, as an advantage of staff training.
- Skilled trouble-shooter, convincing negotiator and appealing communicator when dealing with Principals, guests, associates, subordinates, contractors.
- IT proficient, excellent organisational and planning skills, Accountable and resilient, good communication and telephone skills, Ability to work under pressure, Ability to work alone and in teams.

### **SAFETY & SECURITY**

- Manage & Supervise operational measures such as Key control system, Lost and found System, Fire & Safety system, Emergency measures and Security System which secure the Masters, Guests & Team Members' health and safety.
- Provide alternative measures during emergencies such as fire, loss of power, etc.

I understand that as an Executive Housekeeper serving top brands, I will be always working on behalf of our Guests and working with other Team Members. And to successfully fill this role, I should maintain the attitude, behaviors, skills, and values that follow:

- Housekeeping/laundry experience in the hotels and royal residences in a managerial capacity
- A successful track record of managing a large team
- A high school certificate or equivalent
- High level of commercial awareness and cost control capabilities
- Previous experience of managing Profit and Loss account for the departments
- Excellent leadership, interpersonal and strong communication skills
- Committed to delivering high levels of customer service
- Ability to work under pressure, passion for delivering exceptional levels of guest service
- Excellent grooming standards
- Flexibility to respond to a range of different work situations
- IT proficiency at an intermediate level with computers and its programs including Microsoft Office
- Strong organizational, budget management, and problem solving skills
- Familiar with Property Management Systems

**Objective:** I requisite to get this employment to utilize my working experiences and optimize it to serve the Hospitality industry in an authentic professional way and to grow to better position in a top branded hotel.

### **CAREER HISTORY**

- December 2020 till Present  
**Administration Manager** – SUZA Specialized Trading LLC – Manama Bahrain (Available Immediately, Does not required a notice period, Bahrain Work Visa Transferable)  
 Reference: Mr. Abdul Nayeem – MD/CEO SUZA Group; Contact: +97335914265

- September 2016 till January 2020  
**Housekeeping Manager / Project Director (Soft Services)** in United Facilities Management Services LLC (COMO) – Muscat Oman for managing the **Oman Convention and Exhibition Centre**  
**Reference:** Mr. Juma Al Jabri Operation Manager; Contact: +968 98581145
- January 2014 till August 2016  
**General Manager / Business Development Manager** for SpyCare Telematics PVT LTD New Delhi India  
**Reference:** Mr. Rizwan Khan MD Spycare / Safe zone pvt ltd.; Contact: +919990988880
- June 2006 till September 2013  
**Deputy General Manager** - Royal Palaces/Residences/Household - Royal Court - Kingdom of Bahrain, Assisting the General Manager – Palaces Affairs in managing ten properties in the region, in order to Housekeeping and Laundry, F&B, Royal Events, High Profile Guests Arrivals and Stays, GCC Events, Palaces full Inventories, Palace Affairs Budgeting, Procurement, Staff Performance appraisal and so on.  
**Reference:** Mr. Valerian Menezes; Director of Palaces Affairs Royal Court Contact: +97317660552
- Sep 2005 till May 2006  
**Executive Housekeeper** for hotel full Renovation & Operations (Housekeeping and Laundry) – Project Aden Hotel Golden Tulip 5\* Aden –Yemen  
**Reference:** Mr. Selim El Hage General Manager; Contact: +96171917272
- May 2004 till Aug 2005  
**Executive Housekeeper** for New opening & Operation (Housekeeping and Laundry) – Project Golden Tulip Resort (MENA Award winner) Khasab – Oman  
**Reference:** Mr. Fadi Abi Khalil General Manager; Contact: +9689339436
- June 2001 till May 2004  
**Group Executive Housekeeper** for New Opening & Operations (Housekeeping and Laundry) – projects Corniche Towers Residence and Cassells Royal Residence of Cassells Group of Hotels, Resorts and Residences Abu Dhabi, UAE  
**Reference:** Mr. Herman Simon General Manager; Contact: Cassells +971 (4) 408 4777
- May 1997 till June 2001  
**Senior Supervisor –Housekeeping** for full Renovation & operation of 277 rooms sands hotel 5\* Deluxe by Abu Dhabi National Hotels Co. Abu Dhabi UAE  
**Reference:** Ms. Victoria Broom Rooms Division Manager; Contact: Sands +971 (2) 633 5335

### **TRAINING COURSES AND ACHIEVEMENTS**

- **Customer Service and Satisfaction** (Sands Hotel Abu Dhabi UAE)
- **Train the Trainer** (Sands Hotel Abu Dhabi UAE)
- **Welcome Customer Service** (Regency Hotel Abu Dhabi UAE)
- **Supervisory Skills** (Gulf Hotel Abu Dhabi UAE)
- **Correct Handling and Safety of the Chemicals** (Sands Hotel Abu Dhabi UAE)
- **Was use to be the member of the Environment and Green Team** (Sands Hotel)
- **Achievement Certificate from White House USA** (for the preparation and outstanding services during **US President** and his delegation visit and stay) at the Royal Palace - Royal Court of Bahrain

**Driving License: VALID DRIVING LICENSE OF INDIA AND BAHRAIN.**

### **EDUCATIONAL BACKGROUND**

- 1994 High School (Science), State Board of Education, Saharanpur UP, India
- 1997 Intermediate (Bio-Chemistry), State Board of Education, Saharanpur UP, India

### **COMPUTER LITERACY**

- Windows (MS Word, Excel, PowerPoint), Different Hotel Systems i.e. Fidelio (Opera), Hogatex, Prologic
- Very good knowledge working on Internet, MS & Express Outlook and Multimedia as well